

How Ricoh NZ Achieved a 70% Implementation Rate Across 5,000+ Ideas



Challenge

- Legacy systems limited collaboration and idea visibility
- Innovation participation was difficult to scale globally
- Continuous improvement lacked structured governance



Strategic Pivot

- Ricoh implemented HYPE's "ThinkTWICE" platform to centralize idea management, strengthen collaboration, and embed continuous improvement into daily operations.



Final Thought

"Get the ideas from the front-line staff, they're the ones who are doing the work with customers, they must have the best ideas." — Haroon Mohammed, Finance Director, Ricoh NZ



Business Impact

5,000+

Ideas Submitted

3,500+

Improvements Implemented

70%

Implementation Rate

Continuous Improvement

Embedded Across Operations

[Read the full case study](#)